

AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

RYAN Consulting Group, Inc. (RYAN) is a professional services firm currently holding prime and sub-contracting contracts with many different commercial and federal clients. We deliver business solutions in the areas of Business Intelligence (BI) and Data Warehousing by supporting applications such as IBM Cognos, Oracle, and SAP Business Objects. We also provide expertise in the areas of Independent Verification and Validation (IV&V), Help Desk/Desktop Support, LAN Support, Database and System Administration, Maintenance and Sustainment, BI Training, and Web Application Development. RYAN is a formal IBM Cognos and MicroStrategy partner. We have extensive experience integrating databases and applications into hybrid systems that utilize Oracle, SQL Server, Sybase, DB2, and MySQL in open systems (UNIX, Linux), Windows, and Web environments. We enable our clients to *know their data* by transforming the myriad of collected data into intelligence for planning and managing their business.

Special Item No. 132-51 Information Technology Professional Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

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Contract Number: GS-35F-0129P

Period Covered by Contract: December 3, 2008 – December 2, 2013

General Services Administration
Federal Acquisition Service

Pricelist current through Modification # **8**, dated **January 10, 2011**.

Products and ordering information in this Authorized Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

INFORMATION FOR ORDERING ACTIVITIES APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1. GEOGRAPHIC SCOPE OF CONTRACT:

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:

- ☐ The Geographic Scope of Contract will be domestic and overseas delivery.
- ☐ The Geographic Scope of Contract will be overseas delivery only.
- ☒ The Geographic Scope of Contract will be domestic delivery only.

For Special Item Number 132-53 Wireless Services ONLY, if awarded, list the limited geographic coverage area:

2. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

9515 East 59th Street, Suite C-1, Indianapolis, IN 46216

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Office: 317.541.9300, Fax: 317.541.9339

3. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4. STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule Contract

Block 16: Data Universal Numbering System (DUNS) Number: 106700045

Block 30: Type of Contractor: IT Services

A. Small Disadvantaged Business

Block 31: Woman-Owned Small Business: No

Block 37: Contractor's Taxpayer Identification Number (TIN): 35-2152984

Block 40: Veteran Owned Small Business (VOSB): No

*****Copy the applicable letter and corresponding language from the following list*****

A: Service Disabled Veteran Owned Small Business

B: Other Veteran Owned Small Business

4a. CAGE Code: 3F4P0

4b. Contractor has registered with the Central Contractor Registration Database.

5. FOB DESTINATION

6. DELIVERY SCHEDULE

a. TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER

132-51

DELIVERY TIME (Days ARO)

As negotiated by RYAN and Auditing Agency

b. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

c. i. SIN 132-54 and SIN 132-55, ACCELERATED SERVICE DELIVERY (7 calendar days or less): the time required for COMSATCOM services to be available after order award. Under Accelerated Service Task Orders, service acceptance testing, unless otherwise required by the satellite provider or host nation, shall be deferred until Ordering Activity operations permit.

ii. SIN 132-54 and SIN 132-55, TIME-CRITICAL DELIVERY (4 hours or less): the time required for COMSATCOM services to be available after order award. Under Time-Critical Task Orders, service acceptance

testing unless otherwise required by the satellite provider or host nation shall be deferred until Ordering Activity operations permit. Time-Critical Delivery shall be predicated on the availability of COMSATCOM transponded capacity (contracted bandwidth and power, pre-arranged Host Nation Agreements, frequency clearance) or COMSATCOM subscription services (bandwidth, terminals, network resources, etc.).

iii. For SIN 132-54 and SIN 132-55, EXTENDED SERVICE DELIVERY TIMES: the time required under extenuating circumstances for COMSATCOM services to be available after order award. Such extenuating circumstances may include extended time required for host nation agreements or landing rights, or other time intensive service delivery requirements as defined in the individual requirement. Any such extended delivery times will be negotiated between the Ordering Activity and Contractor.

7. DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.

- a. Prompt Payment: none
- b. Quantity: none
- c. Dollar Volume: none
- d. Other Special Discounts (i.e. Government Education Discounts, etc.): none

8. TRADE AGREEMENTS ACT OF 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9. STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

10. Small Requirements: The minimum dollar of orders to be issued is \$100.

11. MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

- a. The Maximum Order for the following Special Item Numbers (SINs) is \$500,000:
Special Item Number 132-51 - Information Technology Professional Services

12. ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS

REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):

Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsadvantage.gov>

17. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if**-

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
- (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

c. The maintenance/repair service provided is the standard commercial terms and conditions for the type of products and/or services awarded.

19. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of

a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

23. SECTION 508 COMPLIANCE.

I certify that in accordance with 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), FAR 39.2, and the Architectural and Transportation Barriers Compliance Board Electronic and Information Technology (EIT) Accessibility Standards (36 CFR 1194) General Services Administration (GSA), that all IT hardware/software/services are 508 compliant:

Yes **X**

No _____

The offeror is required to submit with its offer a designated area on its website that outlines the Voluntary Product Accessibility Template (VPAT) or equivalent qualification, which ultimately becomes the Government Product Accessibility Template (GPAT). Section 508 compliance information on the supplies and services in this contract are available at the following website address (URL): www.consultrcg.com

The EIT standard can be found at: www.Section508.gov/.

24. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain

the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)
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*****NOTE:** *All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

1. SCOPE

- a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT/IAM Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT/IAM Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS --COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I - FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data - General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/IAM Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/IAM Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/IAM Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;
- (2) Subcontractors; and/or
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT/IAM PROFESSIONAL SERVICES AND PRICING

a. The Contractor shall provide a description of each type of IT/IAM Service offered under Special Item Numbers 132-51 IT/IAM Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b. Pricing for all IT/IAM Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

The following is an example of the manner in which the description of a commercial job title should be presented:

EXAMPLE: Commercial Job Title: System Engineer

Minimum/General Experience: Three (3) years of technical experience which applies to systems analysis and design techniques for complex computer systems. Requires competence in all phases of systems analysis techniques, concepts and methods; also requires knowledge of available hardware, system software, input/output devices, structure and management practices.

Functional Responsibility: Guides users in formulating requirements, advises alternative approaches, conducts feasibility studies.

Minimum Education: Bachelor's Degree in Computer Science

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

(Name of Company) provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

To actively seek and partner with small businesses.

To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact (Aisha Washington, awashington@consultrcg.com, Office: 317.541.9300, Fax: 317.541.9339).

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

Ordering Activity Date

Contractor Date

BPA NUMBER_____

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)_____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

- (1) The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER	*SPECIAL BPA DISCOUNT/PRICE
_____	_____
_____	_____
_____	_____

- (2) Delivery:

DESTINATION	DELIVERY SCHEDULES / DATES
_____	_____
_____	_____
_____	_____

- (3) The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

- (4) This BPA does not obligate any funds.

- (5) This BPA expires on _____ or at the end of the contract period, whichever is earlier.

- (6) The following office(s) is hereby authorized to place orders under this BPA:

OFFICE	POINT OF CONTACT
_____	_____
_____	_____
_____	_____

- (7) Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

- (8) Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

- (a) Name of Contractor;
- (b) Contract Number;
- (c) BPA Number;
- (d) Model Number or National Stock Number (NSN);

- (e) Purchase Order Number;
- (f) Date of Purchase;
- (g) Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
- (h) Date of Shipment.

(9) The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10) The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING “CONTRACTOR TEAM ARRANGEMENTS”

Federal Supply Schedule Contractors may use “Contractor Team Arrangements” (see FAR 9.6) to provide solutions when responding to a ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions of the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.
- Federal Supply Schedule Contractors may individually meet the customers needs, or -
- Federal Supply Schedule Contractors may individually submit a Schedules “Team Solution” to meet the customer’s requirement.
- Customers make a best value selection.

RYAN CONSULTING GROUP, INC.
GSA IT SCHEDULE 70: GS-35F-0129P
PERIOD OF PERFORMANCE: JANUARY 10, 2011 - JANUARY 9, 2012

Labor Category	Description / Education – Degree	Hourly Rate
ERP Analyst I	<p>Familiar with a variety of concepts, practices, and procedures associated with large-scale ERP projects. Relies on limited experience and judgment to plan and accomplish project execution. Candidate will display a strong desire to learn quality audit processes and will typically have less than 2 years of project membership on an ERP deployment. A junior level position providing knowledge in some functional areas of large scale ERP applications.</p> <p>Bachelors Degree in a related area and 1 year related experience or Associates Degree and 3 years related experience. 5 years of related work experience substitutes for any degree.</p>	\$84.19
ERP Analyst II	<p>Familiar with a variety of concepts, practices, and procedures associated with large-scale ERP projects. Relies on experience and judgment to plan and accomplish project execution. Candidate will display a strong desire to learn quality audit processes and have at least 2 years of project membership on an ERP deployment. A mid- level position providing leadership and advisory expertise for best practices in some functional areas of large scale ERP applications.</p> <p>Bachelors Degree in a related area and 2 years related experience or Associates Degree and 4 years of related experience. 6 years of related work experience substitutes for any degree.</p>	\$95.22
Financial Analyst	<p>Must be able to clearly define Government financial business practices for integration into the Government financial business system. Identifies potential problems and solutions through analysis identifying recommended solutions. Incumbent must be able to work with functional specialists, automation specialists, contractors, vendors, and Customers to effectively automate the Customer's requirements into an automated application. Acts as a focal point to coordinate all disciplines in the recommended solution. Must be able to apply state-of-the-art applications that will effectively automate financial applications in the most effective manner while adhering to the established Accounting Principles and Practices.</p> <p>B.S. degree required, preferably in Accounting, Finance or a related undergraduate Business major. Six (6) years of financial management experience.</p>	\$102.71
Jr. Business Intelligence Specialist	Analyzes functional business applications and design	\$85.43

Labor Category	Description / Education – Degree	Hourly Rate
	<p>specifications for functional activities. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Prepares required documentation, including both program-level and user-level documentation. Demonstrated ability to work independently with minimal supervision.</p> <p>B.S. degree or equivalent and 1 year general experience. Six (6) years of general experience is equivalent to a B.S. degree. With a M.S. degree, no experience is required.</p>	
Sr. Business Intelligence Specialist	<p>Analyzes and develops computer software processing a wide range of capabilities, including data warehouse technologies, business data model, Executive Information Management, and Decision Support System. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze proposed system modifications, upgrades and new COTS. Provides technical direction to junior staff.</p> <p>B.S. degree or equivalent and 5 years of general experience is required. Six (6) years of general experience is equivalent to a B.S. degree. With a M.S. degree, 3 years of general experience is required. With a PhD, 1 year of general experience is required.</p>	\$101.23
Business Intelligence Administrator	<p>Applies an enterprise-wide set of data warehouse disciplines for the planning, analysis, data refinement, design, and construction of information systems on an enterprise-wide basis or across a major sector of the enterprise. Develops analytical and computational techniques and methodology for problem solutions. Performs enterprise-wide strategic systems planning, business information planning, business and analysis. Provides daily supervision and direction to organization.</p> <p>B.S. degree or equivalent and 9 years of general experience. Six (6) years of general experience is equivalent to a B.S. degree. With a M.S. degree, 7 years of general experience is required. With PhD, 5 years of general experience is required.</p>	\$125.29
IT Analyst II	<p>Experience in providing general information technology systems and project support. Experienced with desktop publishing and office automation systems. Knowledgeable of project operations and its relationship to support functions.</p> <p>Performs variety of professional support functions using organization's office automation systems. Able</p>	\$84.38

Labor Category	Description / Eductaion – Degree	Hourly Rate
	<p>to advise other staff in the use of IT systems and their function relevant to the project mission. Advises management and staff of relevant issues, policies, and procedures. Performs business and technical analysis as required. Generates reports on various technical and administrative issues.</p> <p>High School diploma and related trade school completion, or Associate's degree in specialty area, or equivalent experience.</p>	
Junior Database Specialist	Performs specific database management and administration tasks as directed by senior database specialists and database specialists. 1-3 years of directly relevant experience and associate degree or equivalent experience	\$57.87
Junior Help Desk Analyst	<p>Provides telephone support for all customer service/help desk activities from end users and client inquiries. Answers calls, determines corrective action, provides telephone assistance in resolving problems and dispatches technicians.</p> <p>Associate's degree and 2+ years experience, A+ certification or MCP certification.</p>	\$43.29
Program Manager	<p>Senior level executive with extensive experience in delivery of state-of-the-art technology solutions. Provides overall managerial direction for multiple project.</p> <p>B.A. or equivalent experience</p>	\$97.30
Project Manager	<p>Senior level manager with extensive experience in managing project for high quality, state-of-the-art technology solutions.</p> <p>Supervises development, implementation, and documentation of a wide range of systems. Ensures project deadlines and milestones are met.</p> <p>B.A. or equivalent experience.</p>	\$73.57
Senior Systems Engineer	<p>Knowledge of the customer's e-commerce infrastructure, customer relationship management, data warehousing, and business intelligence software/hardware/data-intensive systems. Generally manages a group of software engineers. Relies on experience and judgment to plan and accomplish goals. Manages a team of engineers to architect, design and deploy enterprise software/hardware/data-intensive systems. Writes requirement documents, implements and tracks timelines, negotiates feature sets with the development leads. Typically reports to a senior manager.</p> <p>Bachelors Degree in a related area and 10 years experience or Associates Degree and 12 years</p>	\$80.18

Labor Category	Description / Education – Degree	Hourly Rate
	experience. 14 years of related work experience substitutes for any degree.	
Junior Systems Engineer	Codes modules under direct supervision of engineers, senior engineers, and project managers. Performs testing and validation tasks as assigned. 1-3 years experience and A.S. degree or equivalent experience.	\$70.14
Senior Information Engineer	<p>Conduct IT engineering work requiring judgment in the evaluation, selection, adaptation and/or modification of standard techniques, procedures and criteria. Develop new approaches to problem solving. Independently performs assignments with instructions as to the general results expected. Supports GIS and geospatial information and metadata standards. Receives technical guidance on unusual or complex problems and supervisor approval for all projects. May supervise other engineers or technicians on assigned work.</p> <p>Bachelor's degree in Engineering or a related curriculum and ten (10) years of experience. Five (5) years of specific job related experience or eight (8) years of general experience may be substituted for a Bachelor's degree.</p>	\$96.48
Senior Software Test Engineer	<p>Familiar with a variety of the software testing field's concepts, practices, procedures and how to apply these concepts to improve software quality by targeting and finding software defects. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks related to customer system's testing. Evaluates, recommends, and implements automated test tools and testing strategies as applied to the customer's application. Develops, maintains, and upgrades manual and automated test scripts and test plans for each customer's application. Also writes, implements, and reports status for system test cases. Analyzes test cases against the test plan and provides regular progress reports. May lead and direct the work of others. A wide degree of creativity and latitude is expected. Typically reports to a supervisor or manager.</p> <p>Bachelors Degree in a related area and 4 years related experience or Associates Degree and 6 years related experience. 8 years of related work experience substitutes for any degree.</p>	\$79.18
LAN Technician	<p>Responsible for setting up and maintain LAN-connected devices. These devices include printers, scanners, copiers, and other peripherals. Interacts with customers both over the phone and in person to install and service these devices.</p> <p>Associate's degree and 2+ years experience.</p>	\$47.11

Labor Category	Description / Education – Degree	Hourly Rate
Master IT Analyst	<p>Progressively responsible experience involving information technology and related systems and often unique specialization. Recognized as an industry or specialty expert especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches. Extensive hands-on experience and credentials in area of specialty.</p> <p>Expert consulting in highly specialized, leading edge information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills.</p> <p>Advanced degree in computer science/technology or specialty area, or equivalent experience.</p>	\$90.80
Master IT Analyst II	<p>Progressively responsible experience involving information technology and related systems and often unique specialization. Recognized as an industry or specialty expert especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches. Extensive hands-on experience and credentials in area of specialty.</p> <p>Expert consulting in highly specialized, leading edge information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills.</p> <p>Advanced degree in computer science/technology or specialty area, or equivalent experience.</p>	\$101.78
Quality Analyst I	<p>Relies on experience, judgment and commonly-used quality concepts, practices, and procedures to plan and accomplish customer's quality assurance and quality control goals. Performs a variety of tasks related to ensuring Quality within the project's confines. A staff level position providing collection, analysis support, and documentation of quality and risk data associated with large scale business systems applications implementation projects. Typically reports to quality manager or project manager.</p> <p>Bachelor's Degree in a related area and 2 years related experience or Associate's Degree and 4 years related experience. 6 years of related work experience substitutes for any degree.</p>	\$106.63

Labor Category	Description / Education – Degree	Hourly Rate
Quality Analyst II	<p>Relies on extensive experience, judgment and knowledge of current quality concepts, practices, and procedures to plan and accomplish quality assurance and quality control goals. Performs a variety of tasks related to ensuring Quality within the project's confines. A moderate degree of creativity and latitude is expected. A senior level position providing planning, collection, analysis, documentation and presentation of quality and risk data associated with large scale business systems application implementation projects. Typically reports to quality manager or project manager.</p> <p>Bachelors Degree in a related area and 4 years related experience or Associates Degree and 6 years related experience. 8 years of related work experience substitutes for any degree.</p>	\$117.05
Software Quality Assurance Manager	<p>Relies on extensive experience and judgment to plan and accomplish Quality Assurance on all projects. Performs a variety of tasks related to the maintenance of Quality throughout a project life. Leads and directs the work of others. A wide degree of creativity and latitude is expected. A senior level position providing planning, collection, analysis, documentation and presentation of quality and risk data associated with large scale business systems application implementation projects. May lead and direct the work of others. Typically reports to program or project leader.</p> <p>Bachelors Degree in a related area and 6 years related experience or Associates Degree and 8 years related experience. 10 years of related work experience substitutes for any degree.</p>	\$128.33
Network Administrator	<p>Manages the daily configuration and operation of network systems. Performs design, installation, troubleshooting, and support of local and wide area network (LAN/WAN) hardware, software, and applications. Is experienced with industry standard network operating systems such as NetWare and Windows. Works with minimal supervision or under direction of Senior Network Engineers.</p> <p>B.S. degree or equivalent experience and 3-5 years additional directly applicable experience.</p>	\$65.83
PC Repair Technician	<p>Responsible for maintain PC hardware including upgrades, replacement, and warranty maintenance. Interacts with customers both over the phone and in person to facilitate hardware repair and replacement.</p> <p>Associate's degree and A+ certification are required. 2 years of experience.</p>	\$45.11
Senior Programmer Analyst	Continually assess the performance of appropriate	\$85.46

Labor Category	Description / Education – Degree	Hourly Rate
	<p>software systems to identify and correct problems which impact operation efficiency and work quality. Maintains active liaison with user personnel to ensure continuing responsiveness of applicable system software user requirements. Analyzes performance indicators such as system's response time and number of programs being processed to ensure operational efficiency. Designs, codes, installs, and maintains appropriate systems software program. Provides technical assistance to less experienced systems software personnel in the resolution of complex system-related problems.</p> <p>Bachelor's Degree or equivalent and 6 years of general experience.</p>	
Senior Technician	<p>Development and staffing of a systems engineering or security management plan. Analyzes and develops technical documentation detailing the integration and system performance or information security. Coordinates the activities of Systems Engineers and Jr. Systems Engineers assigned to specific systems engineering projects.</p> <p>Bachelor's Degree or equivalent and 8 years of general experience.</p>	\$90.28
Subject Matter Expert	<p>Plans and performs research, design assessment, development, integration and other assignments in a specific technical area. Supervises broad team of systems engineers. Responsible for highly complex technical/engineering areas.</p> <p>Bachelor's Degree or equivalent and 17 years of general experience.</p>	\$150.35
Senior Applications Developer	<p>Work as technical lead, writing and implementing technical specifications supporting the company's web initiatives. Collaborate with other members of the Applications Development team to implement technical solutions that adhere to project scope and timeline. Provide technical guidance to more junior members of the development team. Implement (i.e., design, develop, unit test) technical solutions for web/e-Commerce applications based on the functional requirements and technical specifications. Ensure the overall solution is reliable and scalable. Write documentation as needed. Continue to develop technical skills and learn new technologies as needed.</p> <p>Bachelor's degree in Computer Science, Management Information Systems, Engineering or equivalent experience. Advanced experience writing computer programs for various purposes. Minimum of 6 years experience.</p>	\$112.04
Systems Administrator	Supervises and manages the daily activities of	\$87.75

Labor Category	Description / Education – Degree	Hourly Rate
	<p>configuration and operation of business systems which may be mainframe, mini, or client/server based. Optimizes system operation and resource utilization, and performs system capacity analysis and planning. Provides assistance to users in accessing and using business systems.</p> <p>Bachelor's Degree or equivalent and 2 years of general experience. Six (6) years of general experience is considered equivalent to a Bachelor's Degree. With a Master's degree no experience is required.</p>	
Systems Analyst	<p>Performs systems analysis of computer and networking systems. Supports a Sr. Systems Analyst, as required. Provides overall integration of all systems peripherals so that they operate correctly within a predefined environment.</p> <p>Bachelor's Degree or equivalent and 5 years of general experience.</p>	\$100.24
Technical Writer	<p>Assists in collecting and organizing information required for preparation of user's manuals, training materials, installation guides, proposals, and other reports and deliverables. Edits functional descriptions, system specifications, user's manuals, special reports, or any other customer deliverables and documents or related documents.</p> <p>Bachelor's Degree or equivalent. Six (6) years of general experience is considered equivalent to a Bachelor's Degree.</p>	\$55.13
Technician I	<p>One (1) year of progressive Information Technology (IT) experience including at least two projects in technical areas. At least one project must have occurred within the past three (3) years.</p> <p>B.S. in computer science/technology, or equivalent experience</p>	\$63.66
Technician II	<p>Five (5) years of progressive Information Technology (IT) experience including at least three projects in technical areas. At least one project must have occurred within the past three (3) years.</p> <p>B.S. in computer science/technology, or equivalent experience.</p>	\$71.04
Technician III	<p>Seven (7) years of progressive Information Technology (IT) experience including at least five projects in technical areas included in Section C. At least one project must have occurred within the past three (3) years.</p> <p>B.S. in computer science/technology, or equivalent experience.</p>	\$81.18

Labor Category	Description / Eductaion – Degree	Hourly Rate
Telecommunications / Systems Software Specialist	Develops support documentations for supported systems, maintains problems tracking, recommends and implements corrective actions. Maintains the Main and Intermediate Distribution Frames (MDF/IDF). Interacts with outside vendors for telecommunication line maintenance, daily operation of phone system and voice mail to include trouble shooting both hardware and software, moves-adds-changes of existing and/or new stations, and interfaces with customers to diagnose and correct reported problems.	\$54.70